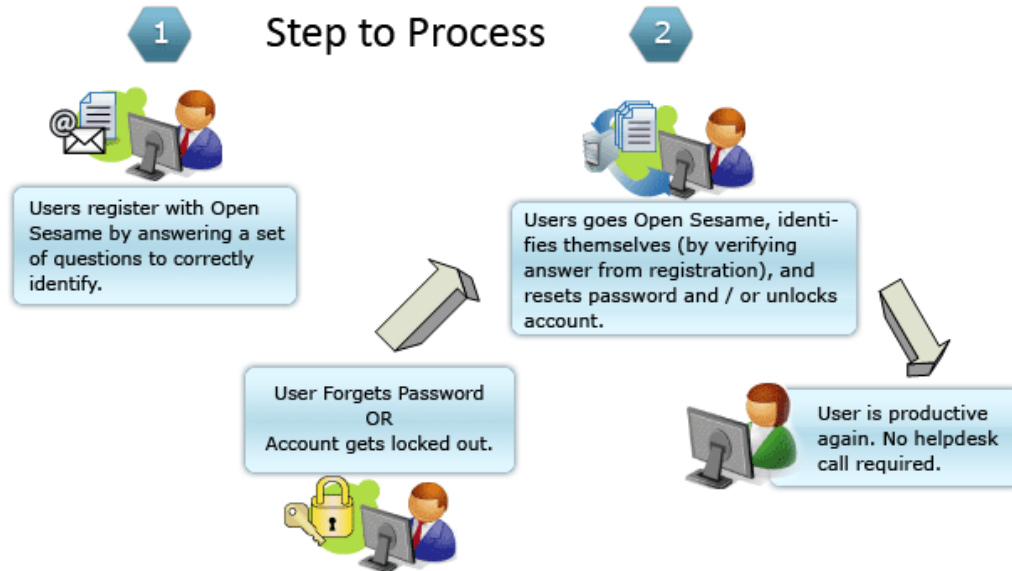


OPEN SESAME USER MANUAL



PREREQUISITE : Users have to set their security token by clicking on **ENROLL/UPDATE INFO** and logging in using their employee id and domain password and set their token questions

FORGOT PASSWORD / CHANGE PASSWORD

- a. Click on 'FORGOT YOUR PASSWORD' Button.
- b. Enter your Employee id on the screen.
- c. User will have to choose the appropriate question he/she previously selected and answer of the token he/she recorded and also give their Date of Birth as per records to change/reset their password.
- d. Enter the new password which complies with the domain password policy mentioned.
- e. Confirm by entering same password again.
- f. Click Reset Password Button

UNLOCK ACCOUNT

- a. Click on 'IS YOUR ACCOUNT LOCKED?' button.
- b. Enter your Employee id on the screen.
- g. User will have to choose the appropriate question he/she previously selected and answer of the token he/she recorded and also give their Date of Birth as per records to unlock his/her account.

ENROLL / UPDATE INFO

- a. Login with the current User Id (employee Id) and Password
- b. Define your security tokens by adding a predefined and a self defined question and answers. Click on 'Update Button
- c. If you have previously defined your tokens, and you can change the same and click on 'Update' button.
- d. The DOB displayed is as available in PeopleSoft HRMS.

Note : Even if any 2 of your 3 responses are correct you will be able to change your password / unlock your account. But you have to respond to all three queries !

FAQ or 'What do I do – I'm stuck!!'

1. **Forgot/Reset Password :** *I clicked on the button and entered my userid and clicked 'Continue' button, but got a message 'Invalid Employee Id' :Reason:* Check that the userid you entered is correct. It is your Employee id. You need not enter as corp\12345. Just enter 12345.
2. **Forgot/Reset Password :** *I forgot my password, gave correct userid, message says 'you have not enrolled..please wait..' and takes me to the Enroll/Update Info and asks me sign in with my userid and password, which I forgot in the first place !!! Reason :* Agreed that this is a Catch-22 situation, but we warned you about the pre-requisite didn't we ! Send a mail to hd@hexaware.com to reset your password this time, but please update your security token info at least now !
3. **Account Disabled :** *I forgot my password, gave correct userid, message says 'Your account is disabled. Please Contact your System Administrator (hd@hexaware.com) for further help. Reason:* You will not be able to reset your password or unlock your account as your account is in 'Disabled' status. You need to send a mail to hd@hexaware.com to enable your account.
4. **Unlock Account :** *I am unable to login to my domain account/email account/StationH, I think my account is locked. I click 'Is your Account Locked' button, give my userid but am get message saying 'Account is not locked'. Reason :* Your account is actually **not** locked, it could be you have given wrong password. Try to reset your password. If you face issues send a mail to hd@hexaware.com .
5. **Forgot Security Token answers ! :** *I have forgotten my password or my password not working, am not able to reset password as I have forgotten my Security token answers !! Solution :* Tch ! Tch! There is **something** you have to remember !!! Send a mail to hd@hexaware.com to reset your password !
6. **Incorrect Date of Birth :** *The Date of Birth displayed in Update Token is incorrect : Solution:* Contact your HR rep to have it corrected in PeopleSoft HRMS